

# Privacy Policy

This privacy policy explains how we use any personal information we collect about you in relation to Tim Syrad Wine Tours Ltd.

We take seriously the protection of your privacy and confidentiality and believe our policy complies with the UK law, including the EU General Data Protection Regulation (GDPR). You can find out about your rights and our obligations by visiting <http://www.knowyourprivacyrights.org>.

If there are any points in our policy with which you are not happy, or which we cannot explain to your satisfaction, you should not share your information with us.

## What information do we hold about you?

We hold the following 'personally identifiable information':

- Your name and email address (which you provide to us when you enquire about a wine tour, opt in to receive mailings or book a place on a wine tour).
- Your telephone and address details (which you may provide to us to facilitate communications about wine tours you are interested in or booked on, or to enable delivery of wine you may order after a wine tour).
- Information relating to payments, e.g. credit card or bank details. However, once a financial transaction has been completed any such information is disposed of immediately and confidentially.
- Information including your travel insurance policy details, dietary preferences, specific health issues that we need to be aware of, hotel room preferences and travel arrangements relating to a specific wine tour that you are booked on. However, once a wine tour has been completed any such information is disposed of immediately and confidentially.

We also hold information about your purchasing history (e.g. previous wine tours you have been on), and your interaction with emails we send you (e.g. whether you open them).

We may hold additional information relating to specific enquiries or requests you make of us, whether by telephone, through our website, by email or post.

When you use our website we collect information on your interaction with it – see the section on Cookies, website information and SSL below.

## How do we use the information we hold about you?

We use your information to send you information you have requested, to facilitate your participation in a wine tour you have booked, and to provide you with information about future wine tours that we are running.

## **Wine Tours and Wine Tasting Holidays**

Wine Tours and Wine Holidays led by wine expert Tim Syrad

<https://timsyradwinetours.com>

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We do NOT use automated data processing to make decisions about the products or services that we offer or provide to you.

We do NOT share your information with any other companies, other than using the services of third party companies who provide mailing or billing services.

***For more information on the lawful bases on which we process your information click here:***

- *We use the information to fulfil orders (e.g. ensuring you have a place on a wine tour you have booked and carry out any obligations arising from this booking), i.e. we have a contractual obligation to you.*
- *We also use it to ensure we provide relevant communications to you about future wine tours, i.e. we have legitimate interests to keep customers who have been on previous wine tours informed about our products and services, as they would reasonably expect, and customers have the right to object to such processing.*
- *If you have signed up to receive email updates about wine tours, i.e. you have provided your consent.*
- *It is possible but very unlikely that we may be asked to give information to legal authorities if they have the proper authorisation such as a search warrant or court order, i.e. we have a legal obligation.*

***For more information on where your data is held click here:***

*Digital information is processed by a third party company called Constant Contact. Constant Contact is based in the United States of America. They have complied with the requirements of the EU-US Privacy Shield which is a binding legal instrument under European law which can be used as a legal basis for transferring personal data to the US. To view Constant Contact's privacy notice please visit <https://www.constantcontact.com/uk/legal/privacy-statement>.*

*We hold information in digital form on our computers, in the form of downloads from our processor, or on emails that we receive. We apply appropriate levels of security in the form of passwords and encryption to ensure that information is secure.*

*We use an accounting software package for invoicing wine sales provided by a third party company called Sage. If we invoice you using this package some of your personally identifiable information in addition to your name (e.g. your address, email or telephone number) may be entered onto this system. Their privacy notice confirms that any transfers of data abroad are made in accordance with the requirements of the EU General Data Protection Regulation. To view Sage's privacy notice please visit <http://www.sage.com/company/privacy-notice-and-cookies>.*

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*Occasionally we hold information in hard copy, for example, we may print out the relevant details of people attending a wine tour, we may hold booking forms completed by customers and we may write down information provided to us over the telephone. We make our best efforts to keep this information secure and dispose of it confidentially as soon as a tour is completed or non sensitive information has been entered into our system.*

### **How long do we hold information about you?**

We will hold your information for as long as we believe you wish to be informed about our wine tours, with the exception of information relating to payment methods, and specific personal details relating to a booking on a wine tour.

As mentioned above, once a financial transaction has been completed any information relating to payment methods is disposed of immediately and confidentially, and once a wine tour has been completed any information relating to your individual needs are disposed of immediately and confidentially.

You can request we remove your information at any time (see below).

### **Your access to your information and correction**

You can update your preferences for the types of emails we send you, or unsubscribe from receiving emails by using the links at the bottom of every email we send you.

We will respond to requests to show you all the information we hold about you or to remove the information.

***For more information on how to request a copy of the information we hold about you or to have information erased click here:***

*You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of the personal information we hold about you please email ([tim@timsyradwinetours.com](mailto:tim@timsyradwinetours.com)) or write to us (Tim Syrad Wine Tours Ltd, 222 Stanley Road, Teddington, Middlesex TW11 8UE). We may make a small charge for this service.*

*If you wish us to correct or erase personally identifiable information we hold about you, you may contact us by email or in writing (details above). This may limit the service we can provide to you, and erasure may remove any record we have of you unsubscribing from receiving emails from us.*

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### **Use of our website by children**

We do not sell products or provide services for purchase by children, nor do we market to children. If you are under 18 you may use our website only with consent from a parent or guardian.

### **Cookies, website information and SSL**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

You can set your browser not to accept cookies, and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

***For more information relating to internet browsing click here:***

*Requests by your web browser to our servers for web pages and other content on our website are recorded.*

*We record information such as your geographical location, your internet service provider and your IP address. We also record information about the software you are using to browse our website, the type of device and the screen resolution.*

*We use the services of analytics and search engine providers to analyse this information in aggregate to assess the popularity of individual pages on our website and how we perform in providing content to website visitors.*

*We will not make any attempt to use information from any visits you make to our website identify you personally.*

*We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us. Whenever information is transferred between us you can check that it is done so using SSL by looking for a closed padlock symbol or other trust marks in your browser's URL bar or toolbar.*

### **Other Website**

Our website may contain links to other websites. This privacy policy only applies to Tim Syrad

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Wine Tours Ltd so if you link to other websites you should review their privacy policies.

### **Complaining**

When we receive a complaint we record all the information you give us, whether in person, by email or in writing. We use that information to resolve your complaint. If your complaint reasonably requires us to contact some other person we may decide, at our discretion, to give to that other person some of the information relating to your complaint in order to aid its resolution.

If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns>

### **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 8th April 2018.

### **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you:

By email ([Tim@timsyradwinetours.com](mailto:Tim@timsyradwinetours.com))

By post (Tim Syrad Wine Tours Ltd, 222 Stanley Road, Teddington, Middlesex, TW11 8UE)